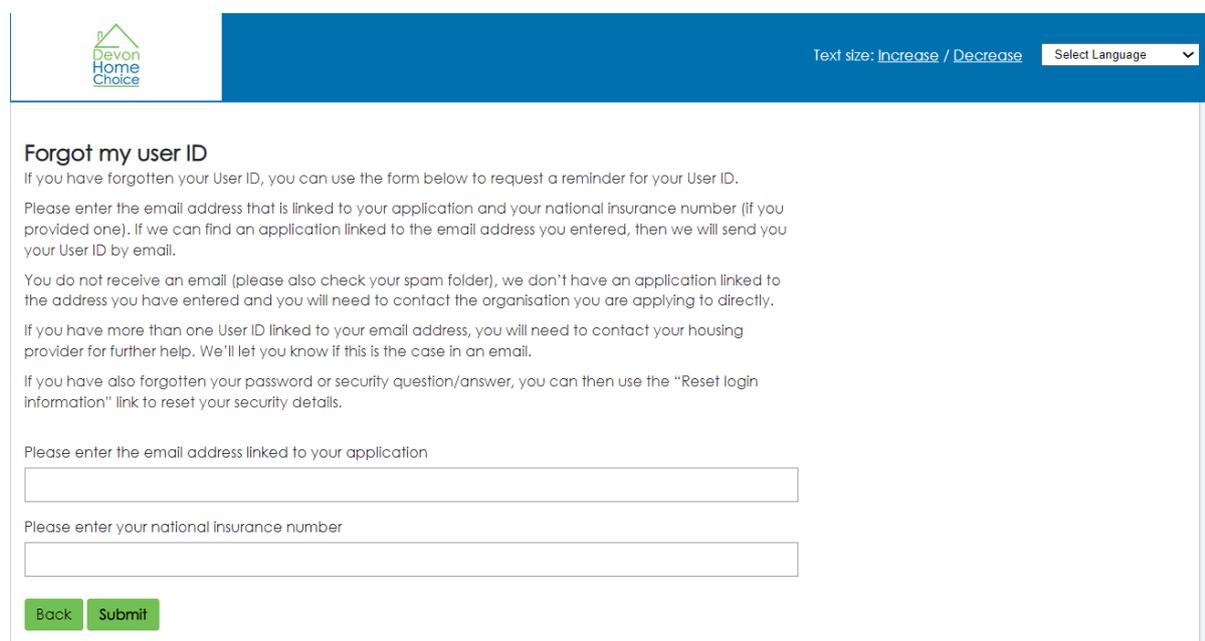


## Forgotten UserID or Password – Client Led

### Forgotten UserID

If you have forgotten your UserID, you will need to click on [Update/finish/renew your application](#) from the main page on the website, then click on the Forgotten User ID link and input your email address linked to your application and National Insurance Number in order for your UserID to be emailed to you. If you do not receive an email (please check your spam folder), it would mean that the system has not identified an email address that you have entered previously and you will need to contact the relevant DHC Local Authority team using the contact details on our website. You will also need to do this if you do not have an email address and do not know your UserID.



The screenshot shows the 'Forgot my user ID' form on the Devon Home Choice website. The header includes the Devon Home Choice logo and navigation options like 'Text size: Increase / Decrease' and 'Select Language'. The form title is 'Forgot my user ID'. Below the title, there is explanatory text: 'If you have forgotten your User ID, you can use the form below to request a reminder for your User ID. Please enter the email address that is linked to your application and your national insurance number (if you provided one). If we can find an application linked to the email address you entered, then we will send you your User ID by email. You do not receive an email (please also check your spam folder), we don't have an application linked to the address you have entered and you will need to contact the organisation you are applying to directly. If you have more than one User ID linked to your email address, you will need to contact your housing provider for further help. We'll let you know if this is the case in an email. If you have also forgotten your password or security question/answer, you can then use the "Reset login information" link to reset your security details.'

The form contains two input fields: 'Please enter the email address linked to your application' and 'Please enter your national insurance number'. At the bottom, there are two buttons: 'Back' and 'Submit'.

### Forgotten Password



If you have forgotten your password, click on 'Forgotten your login details'. You will then have a choice of having your password emailed to you or to reset your password on screen immediately by clicking on I have not provided an email address (see Fig A).

## Reset your password / security details

## Forgotten password or security details

If you have forgotten your login details please follow the instructions on one of the below tabs to retrieve them.

· If you have provided an email address we will send your Login details to you once you confirm your Security Question/ Answer.

OR

· You can confirm key details of your application and your Security Question/Answer and reset your password on screen.

I have provided an email address

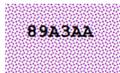
I have not provided an email address

Please fill in only one of the fields below

Email ID

User ID

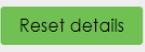
Application ID



Captcha \*

Figure A

### I have provided an email address

If you choose your details to be sent by email, you will have to enter your email address, User ID or Application ID and the Captcha and click on . If the details entered match the details on the database, an email will be sent to you to reset your password.

The link in your email will lead you to the form shown in Figure B. You will need to set a password that must be at least 8 characters long containing at least 1 uppercase, 1 lower case, 1 number and 1 special character. If you also wish to reset your security question and answer, you must tick the blue box beside 'Reset my security question & answer' as highlighted red in Figure B for this to be changed. Click on .

## Change your password / security details

Reset my password

New password

Password must be 8 characters long with at least 1 upper, 1 lower, 1 numeric and 1 special character.

Confirm password\*

Reset my security question & answer

New security question

New security answer

Figure B

You should then receive confirmation that this has now been updated successfully. (see Figure C below – highlighted in yellow). You should then be able to log in as per normal if your account is active by going through the ‘Log in to bid for homes’ link on the main page or the ‘Update/finish/renew your application’ link to complete a COC or access your part completed application page or submit a new housing register request if you have previously had a previous application where you were housed or if the application has been cancelled.

Figure C

### **I have not provided an email address**

If you do not have an email address or your new application session had terminated unexpectedly before you entered your email address, you can choose the **I have not provided an email address** option to reset the password provided you know your Security Question (please see Figure D). Enter your details and the Captcha and click on **Reset details**. You should then see that the Password has been reset successfully (please see Figure E – highlighted in yellow). *You should then be able to log in as per normal if your account is active by going through the ‘Log in to bid for homes’ link on the main page or the ‘Update/finish/renew your application’ link to complete a COC or access your part completed application page or submit a new housing register request if you have previously had a previous application where you were housed or if the application has been cancelled.*

Figure D

Figure E

